

## BEFORE THE POLLS OPEN

Use this checklist to help you prepare the polling place before you open the doors in the morning.

- ☐ Familiarize yourself with accessibility options on the equipment.
- ☐ Walk the pathway from the parking lot to the entrance to the polling location, removing any obstacles such as plants, trash bins, etc.
- ☐ Outside, post signs that direct voters to the accessible entrance.
- ☐ Inside, post offers of assistance in highly visible areas.
- ☐ Make sure to gather any necessary materials and have them ready.
- ☐ Set up a voting machine for a seated voter.
- ☐ Have extra chairs nearby.
- ☐ Prop the exterior doors open with a doorstop, if necessary.
- ☐ Place an item beneath any protrusions in the hallways (display cases, drinking fountains, etc.)

## KNOW YOUR ACCESSIBILITY OPTIONS

When you familiarize yourself with the accessibility features and options on the voting equipment, you are prepared to assist voters who need to use them. Before the polls open, know how to:

- ☐ Use the audio feature with headphones
- ☐ Adjust the text size on the screen
- ☐ Change the contrast on the screen

## MATERIALS TO HAVE ON HAND

- ☐ Signature Guides
- ☐ Magnifying Sheet
- ☐ Pencil Grips
- ☐ Notepad and Pencil

## ASSISTING VOTERS WITH DISABILITIES



## HELPFUL TIPS FOR SERVING THE PUBLIC

When it comes to serving voters with disabilities, here are some tips that will help you manage any situation.

### **TIP #1 – Focus on the person, not the disability.**

Assume that every voter wants to be as independent as possible and treat him or her as you would like to be treated.

### **TIP #2 – Use ARCS: Awareness Respect & Common Sense.**

This communication model is all about providing good customer service. Whether you're assisting a person who uses a wheelchair or communicating with someone who is hard of hearing, everything you say and do can be filtered through these values.

### **TIP #3 – Remember this phrase: “If there’s anything you need, please let me know. I’m here to help.”**

How can you know if someone is suffering from back pain and needs a chair? What can you do to meet the needs of all your voters? The simple solution is to just ask. You can't know someone's immediate needs if you don't ask. By offering your assistance, you can identify the voters who need your additional help, and you improve the quality of your service.

### **TIP #4 – Never use the word “handicapped”.**

It's offensive to a person with a disability, and when you use it, it signals ignorance to those voters. Always remember that a disability does not define the person. These voters are highly capable people. They just happen to have a disability—just like you happen to wear glasses or have brown hair. If you must discuss the needs of an individual, the proper way to refer to them is “a voter who uses a wheelchair” or “the voter who is blind”.

### **TIP #5 – Many voters with disabilities don't require any additional assistance.**

They already have the tools and skills that make them completely independent. If they seem to need your help, just ask what you can do and wait for their instructions.



## ADDITIONAL RESOURCES

For more information and additional resources, including access to a helpful training video, visit [VOTE.UTAH.GOV](https://vote.utah.gov).